

4. (Original) The method of claim 3, wherein if the second threshold is not exceeded, further dialog is conducted with the user using an adapted dialog strategy.
5. (Original) The method of claim 4, wherein the adapted dialog strategy includes one of prompting the user with choices and prompting the user to confirm the recognition and understanding data.
6. (Original) The method of claim 1, wherein the user's input communication includes at least of verbal and nonverbal communications.
7. (Original) The method of claim 6, wherein the nonverbal communications include at least one of gestures, body movements, head movements, non-responses, text, keyboard entries, keypad entries, mouse clicks, DTMF codes, pointers, stylus, cable set-top box entries, graphical user interface entries, and touchscreen entries.
8. (Original) The method of claim 1, wherein the method is used for customer care purposes.
9. (Original) The method of claim 1, wherein the probability is determined using recognition and understanding data derived from the user's input communication.
10. (Canceled)
11. (Original) The method of claim ~~10~~<sup>1</sup>, wherein the extracted dialog features are derived from recognition, understanding and dialog data.
12. (Currently amended) ~~The method of claim 1, further comprising:~~  
A method comprising:  
determining whether a task classification decision can be made based on a user's first input communication, wherein if the task classification decision cannot be made, the method comprises: